

“Extreme Makeover” Hits Wethersfield

By Ann Marie Raymond

The Wethersfield Public Room on July 11 was like a set from Extreme Makeover.

Not only were employees at work on their day off, but they were busy lifting boxes, filing information, and organizing their newly renovated work areas. And they were happy to do it!

Like the television program, DMV had designers and construc-



David Rivera (far left) Angelo Cavaliere and Brian La Perriere of Bureau of Support Services install a partition in the Wethersfield Public Room.

tion workers give the tired, old room a well-needed “face lift.” There was extensive work performed in the Public Room and many new features were also added to this area.

While the public might believe that the room, which reopened on July 12, 2005, had been renovated for their benefit, the DMV employees knew differently. Patty Piscottano, of the Chief Administrator’s Office, said that with all the improvements done,

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Sgt. Koenig Cited for Fighting Auto Theft

By Kelly Manning

In life, we don’t always get recognized for the good that we do, but that is not the case here.

On May 11, 2005, Sgt. Howard Koenig, of the Dealers and Repairers Division, received a significant award for his hard work and dedication. He was awarded the George A. Acker Award from the North East Chapter of International Association of Auto Theft Investigators (NE-IAATI). The award acknowledges an individual “for outstanding efforts and work in the field of auto theft or fraud prevention detection or investigation especially in the area of motor vehicle records and documentation,” according to the NE-IAATI.

“I found out I was nominated on the first day of the four-day conference, which was a surprise in and of itself,” said Koenig, who has been with DMV for almost 33 years. “It is such a great feeling to be recognized.”

Bruce A. Leslie, who is on the Board of Directors of NE-IAATI, nominated Koenig for this prestigious award.

“I have known Howard for many years and he has always been very helpful to law enforcement,” Leslie said. “It’s one thing for a cop to stop a car, but it is another thing when someone obtains backup paperwork and starts making connections in an investigation and that’s what Howard does.”

“Howard has worked very hard for this organization and for the DMV,” Inspector Robert Bellante of the Dealers and Repairers Division said. “He is really deserving of this award.”

While Koenig was flattered to receive such an honor, he felt that NE-IAATI has done a lot for him in his career. “It is a great way to network,” he said.

“As an investigator, this organization is personally invaluable to me,” Koenig said. “It makes my job easier. It is amazing how so many other doors seem to open.”

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It's Also Important to Satisfy Internal Customers

By Ann Marie Raymond

All employees of the DMV are customers to Chief Administrative Officer Richard M. Cosgrove, Jr. and keeping them content is one of his biggest priorities and challenges. Throughout his career in state service he has emphasized the importance of maintaining good relations with internal customers as well as external customers. In an interview with DMV Today, he discusses his approach to helping internal customers.

Q. Who would you classify as an internal customer?

A. My definition of internal customer is every employee of DMV. My operations are primarily administrative in nature, so our customers are the employees within DMV to whom we provide services, whether it be Payroll, Information Technology, Human Resources, etc. Each and every DMV employee is our customer.

Q. What would you consider a normal request involving internal customer satisfaction?

A. Anything from asking that a paycheck be delivered on time and in the correct amount, to a classification change, to a request for equipment, services or supplies. Something we work hard at is to process it all in a positive manner. Having a request for services processed in a timely fashion is something any employee should be able to expect, and we're striving to make sure that is done.

Q. Has the DMV ever done anything to gauge the level of internal customer satisfaction?

A. Yes. Several years ago, we did a survey of employ-

ees, supervisors and managers to assess how well they felt the administrative offices were serving them. The results were mostly positive, but they also told us about some areas we could improve upon. Things like the amount of time it takes for processing certain requests were a concern sometimes. When employees were not able to get what

they wanted, such as a particular classification or item, they felt frustrated. The DMV employees are our customers, yet there is also a control role that we play. There are times when we have to say no.

Hopefully we can do so in such a way so as to not be offensive to the end user and help them find alternative ways of accomplishing what they want or need. The survey took place probably 5 or 6 years ago, so the issues at hand might not be the case today, however, my guess is that many of them are.

Q. When the survey was completed and results were in, what was done to remedy the areas of concern?

A. To try and fix the problem areas, meetings were held to discuss the results and employees worked on action plans to try and improve upon areas about which they may have been cited. Goals included enhancing communications and keeping customers abreast of developments. Part of it was to educate the customers that some of the delays were not necessarily the fault of DMV's staff. Many of the actions we take also require external approval from the Department of Administrative Services, the Office of Policy and Management.
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Q&A

ERC Corner

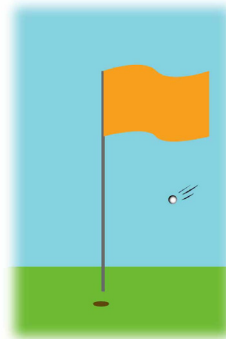
Upcoming Events from the ERC

By Marj Knecht

The Employee Recognition Committee is busy planning the annual golf tournament scheduled for Monday, September 19. Make sure you mark this date on your calendars! For anyone who can't tell a 'nine-iron' from a 'putter,' there's a fabulous dinner, door prizes and an awards ceremony to recognize the gifted golfers at the DMV. You won't want to miss this lively event. Look for more details in the upcoming issues of the DMV TODAY.

The ERC has some novel and exciting activities planned for the lazy days of summer. Once the calendar is formalized, notice of the events will be e-mailed to everyone, flyers will be posted and announcements of the special events will be made in the upcoming issues of DMV TODAY. Don't miss them!

Single-day tickets for Lake Compounce and Six Flags are still available. You may contact Holly Cote, Mary Graziosa, Beth Kleina, Michele Walden or Anthony Webb for more information and tickets.



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Commercial Vehicle Safety Division

The Commercial Vehicle Safety Division is planning to send one of its Motor Carrier certified Inspectors to compete in the Commercial Vehicle Safety Alliance's (CVSA) 2005 North American Inspectors Championship (NAIC) in August. This year the international event is being held in Tampa, Fla. A candidate from the division will be selected to represent the DMV in this competition. This first class event was originally developed in an effort to recognize those inspectors and officers who are out on the nation's roadways everyday, checking the mechanical soundness of heavy trucks, the security and legality of the cargo being transported on these trucks and the licensing and hours of service status of those men and women behind the wheel of those "big rigs."

The 'Roadside Inspections' are the very backbone of the Motor Carrier Safety Assistance Program's (MCSAP) effort to significantly reduce the number and severity of accidents involving commercially operated heavy trucks.

The competition includes seven elements:

1. Complete Inspections
2. Inspection Procedures
3. HazMat/Transportation of Dangerous Goods Inspections
4. Cargo Tank/Bulk Package Inspections
5. Motor Coach Inspections
6. Personal Interview
7. Out-of-Service Criteria Exam

A compilation of all elements will determine a Grand Champion for 2005. Participants in this competition will pass on knowledge acquired at the event that will serve to improve their agency's commercial vehicle safety program and reinforce uniformity, compatibility and reciprocity of inspections throughout North America. Participants will be representing the United States, Canada and Mexico.

Best of luck to our candidate! We know we will be well represented.

Dealer Processing Unit

Our deepest sympathy goes out to Joy Brown's family and friends. Brown, a longtime employee, recently passed away. She was a warm and caring individual who had a lasting impact on everyone she met. She will be remembered by all of us!

Hamden Office

The Hamden office would like to congratulate Beth Kranz on her promotion as a Manager in the Danbury office. Keep up the hard work!

Fred Goetz has been out on sick leave for a while and the Hamden Office would like to wish him a speedy recovery. Hamden is hoping you're back real soon! Hamden is training an examiner for the Norwalk office with Sharon Weise as Bono Ortiz's trainer. The office has confidence that he will make it in the fast-paced DMV world. Best of luck to both of them! Sharon you have your work cut out for you!

Congratulations to Angela Roberts. She has been with the DMV for 26 years this month and is still here to talk about it! Last but not least, Happy Birthday to all co-

The Agency

workers whose birthdays are this month. You're not getting older, just better!

Medical Review Unit

Congratulations to Sara Walden, daughter of Michele Walden, who graduated from middle school recently. She will continue her education at Vinal Technical High School in Middletown and intends to pursue a career in cosmetology and hair dressing. Maybe she'll offer free hairstyling and makeup for all DMV employees!

Congratulations are also in order for Megan Veronin, daughter of Mary Veronin, who recently graduated from high school. She will continue her education at Elim Bible Institute in Lima, New York, where she intends to pursue a career in missionary work. Best of luck to her!

Peg Chenel's brother, Tom Bothur, a helicopter pilot who is in the reserves, was recently called up for duty in Iraq. After a few months stateside, he will be shipping out to Iraq. We will keep him in our prayers and thoughts for a safe return!

Old Saybrook Office

Condolences go out to Rebecca Boehnert on the loss of her husband, Peter M. Boehnert. On behalf of the entire agency, deepest sympathies are extended to her and her family.

Norwich, Putnam and Willimantic Offices

June has brought many graduations to the offices. Chris Cannata's son, Richard (the much adored summer helper), graduated from East Hampton High School. Michael Falanga, son of Lisa Falanga, graduated from Montville High School. Agent Reggan Draughton's son, Jason (a former summer helper), graduated from Fitch High School. Good luck to all on their future endeavors!

On the elementary level, Nicholas Diodato, son of Head Examiner Kathleen Diodato and David Tarrant, son of Christine St. Onge graduated from Teacher's Memorial Middle School in Norwich. Agent Sandy Wells' daughter, Courtney graduated from Old Saybrook Middle School. How quickly they grow up!

Congratulations to Sgt. David Le on reaching a major DMV milestone. July 8th marked his 30th year with DMV! What dedication!

There are many "Welcomes" in the month of June as well. Colleen Sellick of Lebanon is the new Fiscal Administrative Assistant. Nicole Varney, Ellen Perreault, Sheryl Lohbusch, Rob Boria and Jason Delucco are borrowed employees from Wethersfield. Thank you so much for the needed extra help. You are a bunch of God Sends!!!!!! Watch out – we may decide to keep you!

Some of our former workers returned again this year - Richard Cannata is on his second year as a summer helper and Courtney Madden is a durational worker from Colchester. They just keep coming back!

Many thoughts, prayers and best wishes go out to Christina St. Onge's husband, Scott, who is currently overseas serving in Kuwait and Iraq.

Wethersfield

We have been alerted that there is an emergency need for blood donations. With certain types of blood, there are
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Jeff Hubeny Loves to Play Music to Reduce Stress

By Sandra Tansley

Many people relieve their daily stress through exercise, yoga, meditation or other soothing hobbies. But Jeff Hubeny, a DMV mailhandler, has found a unique way to reduce stress – he writes and records music.

"I get my aggression and frustration out through my music," he said.

He has been playing the guitar for over 20 years. "I started playing guitar when I was 10 years old," recalled Hubeny. "My cousin was going off to college and handed me his guitar and the rest is history," he says with a smile.

Hubeny learned such classic songs as "Smoke on the Water" and "Smoking in the Boys Room," which his cousin taught him, and these songs have had quite an impact on him as far as song writing.

"I usually write the music first and then I incorporate the words through personal happenings in my life," he added. One of his favorite songs is "Stone Cold," which is based on a breakup of a personal relationship. Here's one ex-

ample of how music helped to relieve stress.



Jeff Hubeny, of Mail Operations, strums his guitar.

In an interview three years ago, he said that when it came to song lyrics, he needed no assistance because no one else could express his emotions better than he.

"The majority of the lyrics are based upon a broken relationship and the anger I felt from that kept repeating in my mind," said Hubeny.

These days, he said, "My music is not that hard rock and roll and has a style all its own." He believes his writings are very similar to that of the "Yardbirds" a well-known musical group of the 1960s. "I recently attended their concert and enjoyed it tremendously," he added.

He has recorded some of his songs on a CD, but as yet he has not gone public with its release.

"I'm currently working on another CD and hope to have it completed by the end of the year," he stated.

Who knows, maybe we can get him to audition for American Idol!

■ Commissioner's Column

Special Project Underway This Summer in Wethersfield

Greetings to each of you.

I hope that you are having an enjoyable and safe summer. Although this is the time for personal rest and relaxation, work at the agency continues with a number of different projects that summer allows us to undertake. Most notably is the renovation of the Public Room at the Wethersfield building. On July 12 the renovated area opened for business.

New counters were created to improve the work space for employees while they type and write information from customers. The horseshoe-shaped counter makes it easy for customers to enter the service area and know which window will serve them. A new office was created for the branch manager and this will allow quicker access to employees and customers needing any assistance. A new addition to the counters are shelves that are at face height. They can be used to store forms and other documents. It also provides a comfortable distance between customers and employee.

I would like to congratulate all the DMV employees who assisted in making this renovation successful.

The renovation is also an example of improving DMV's public image. Helping to improve the public image of DMV faces us all each day we come to work. In addition to the tasks on-the-job, our outside associations contribute to that effort. I'd like to commend Sgt. Howard Koenig of the Dealers and Repairers Division for work in planning a recent conference of the International Association of Auto Theft Investigators. The success of these kind of activities reflects highly on the commitment of DMV and its employees. In that same manner, I would like to thank Lt. Wayne Sinclair, and Inspectors Garfield Green and Robert Apuzzo, all of the Commercial Vehicle Safety Division, for their efforts in putting together a team to assist the Deep River Resident State Trooper's Office in a motor vehicle safety and enforcement operation.

Of course, helping our customers is always a priority. I'd like to thank Sgt. Donald Bridge of the Commercial Vehicle Safety Division, and Christine Kurtz, Bertha Allen and Cher Aloia, all of the Phone Center, for each person's assistance in working with customers with different issues to resolve. These grateful customers took time from their busy schedule to write thank-you notes to DMV supervisors. Keep up the good work!

It is important to understand the customers' viewpoint and then determine what is the best way to assist them. They need to know that we hear their concerns and will attempt to resolve them the best way we can.



Commissioner Ralph J. Carpenter

Koenig Is a Key Player in Auto Theft Investigations

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Koenig often calls other members in the NE-IAATI directory for information.

"People tend to make more of an effort to help you out when you tell them you are a member of the same organization as they are. There seems to be an instant connection," he said.

Koenig receives calls from other IAATI members throughout the country about four or five times a month looking for information, as well as inquiries from the FBI, U.S. Customs, Board of Patrol, and other states' motor vehicle departments and law enforcement agencies.

Koenig's dedication to NE-IAATI goes above and beyond the call of duty. He has only missed one conference in the eight years he has been a

member. "I have taken vacation days from work and paid for many of the conferences myself," Koenig said.

But his work doesn't go unrecognized at the DMV.



Sgt. Howard Koenig of the Dealers and Repairers Division conducts investigations on the road.

Commissioner Ralph J. Carpenter wrote in a letter to Koenig, "You've proven to be an outstanding professional individual. You should be very proud of this accomplishment. I commend you for your efforts and want you to know your good work does not go unnoticed."

With a degree in criminal justice from Middlesex Community College, Koenig has been working in this area most of his life.

He has been married to his wife, Helene, for 21 years and have a son, Bryan, 18, who is currently a summer worker at the Hamden Branch Office.

Public Room Gets an "Extreme Makeover" and a Modern Look

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employees would be much happier to come to work each morning.

"I am sure that work productivity will rise. With the modifications, the employees will feel much safer, and just seeing something new and fresh will add to their contentment," she said.

Counters were constructed so that the employees' side are at an adequate height to make typing easier. In addition, the customers' side is now an adequate height for someone who is standing and may need to fill out forms and other documents. The newest additions to the counter are shelves that are at face height and can be used to store forms and other documents. The counter provides a



After the renovations, the counter in the Wethersfield Public Room has a unique shape.



The Wethersfield Public Room during the renovations.

comfortable distance between customers and employees.

This "makeover" was an incredible task. Whatever wasn't replaced was greatly improved upon.

"Even a fresh coat of paint over existing pipes can improve the look of a room," said Department of Public Works Project Manager Emilio Pizzoferrato, who designed the improvements.

"With everything looking fresh and new, the employees will have a work space all their own, one that they can take pride in and call their 'home'," Pizzoferrato said.

Pizzoferrato extended his thanks to the DMV employees for their flexibility, support and patience during the renovations.

DMV Employees Are Customers Too

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ment, the Comptroller's Office or other agencies.

Q. What is your philosophy on how people should be serving the internal customers?

A. If I make a phone call to someone, whether it is within DMV or elsewhere, I'd like to believe I am the most important call or customer of the day for that person and I am sure others feel that same way. Therefore, I encourage the staff to treat the customers the same way, regardless of the importance of or reason for the call.

Q. Are there any different programs in place to help internal customers with their requests?

A. Employees are encouraged to call the manager of a specific department if they find they have a problem they can't get resolved. They should bring the issue up through the chain of command. Personnel staff members are assigned to each bureau and are available to discuss issues with employees. In Fiscal Services, specific operations handle certain functions, such as Payroll, Purchasing, Accounts Payable and so forth. Employees can call on any staff member for assistance. One of the things I have discussed is the need to put useful information out through the communications team at the DMV on a regular basis, even possibly in this newsletter. In a position like mine, with agency wide responsibilities, you need to have a wide perspective on how the agency operates. However, a lot of times employees will forget that they are in fact part of a large operation and instead think of their work unit or branch as their world. We'd like to remind them that there is much more to the DMV than just the people they see and talk to on a daily basis.

Q. Communication plays a big role in internal customer satisfaction. With the DMV being so large, how is communication handled to ensure everyone gets important information in a timely and efficient manner?

A. Communication primarily is handled through managers, and is passed down to the employees, especially since it is very difficult to get an individual piece of paper

out to each employee. Our infrastructure will usually get the word out in a timely fashion. Usually what we try and do if dealing with a new or revised policy is to put it in writing and then send it as an e-mail attachment to our managers to pass down to each employee. We certainly are interested in hearing from employees if they are not receiving information they need in a timely fashion.

Q. How are employees trained to ensure they work together in a way to keep the satisfaction level high?

A. Most training is done within individual units throughout the agency. I believe that training will likely get more of an emphasis now with Commissioner Ralph Carpenter, who has stated that he believes that staff development is very important for an organization to provide for its employees. We are presently working on developing an administrative procedures manual for use throughout the agency. It will detail: 'Here's what you do to request this item; here's what has to be done for this action; here's what will happen when it's received.' It's an educational process as to how things happen around here and what you need to do when you need something.

Q. Do you have any specific thoughts on internal customers and/ or customer satisfaction that you'd like to share?

A. We take very serious the fact, that although we are to some extent a control function, we do in fact have customers, our co-workers. Although we have to say no to them at times, hopefully it is done in a proper fashion. We don't say no on a personal basis and employees should never take it that way, although it's easy to understand why some might. It is a serious responsibility we have in helping DMV employees be successful in doing their jobs. To me, an internal customer is just as important as an external customer. If we don't do our jobs well, our co-workers can't do theirs well, that is, serve the public properly.

Around The Agency

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only one or two pints available. The Department will be sponsoring a blood drive on Friday, July 22 from 8:30 a.m. to 1:15 p.m. on the Save-a-Life Bus. All donors receive a free T-shirt and have a chance to win Red Sox or Rock Cat tickets. For an appointment please contact Nancy Dumais or Stanley Halibozek. Don't pass up the chance to save a life!

Winsted Office

Carol Hoebel recently participated in the American Cancer's Society Relay for Life in Winsted, which was held June 25 and 26. She raised \$1,200 thanks to the dogged determination of her friends, family and co-workers. It was an extremely hot weekend, but that did not stop them from reaching their goal! Many thanks go out to everyone who

participated. Overall, her team raised over \$4,000 for the cause and the whole event raised over \$125,000! Way to go! And can't forget to wish a very Happy Birthday to Carol. You're as young as you feel!

Brenda Wilson just came back from a trip to Kansas. She said the weather is very different out there than New England and more interesting! Could it be the tornadoes that "Dorothy" experienced? While there, Wilson attended a convention for scrapbooking for the Angel Company. Sounds like a great trip!

Finally, a big welcome back to Eileen Johnston who returned to DMV as a summer worker. The office missed you!